



HUMAN SERVICES
DEPARTMENT

Susana Martinez, Governor
Brent Earnest, Secretary
Mary Brogdon, Director

Manual Revision Memorandum

ISD-MR 18-08

TO: ISD Employees
FROM: Mary Brogdon, Director, Income Support Division *MSB*
DATE: January 4, 2018
RE: Forms Manual Revision for ISD 616 Fair Hearing Poster

Form ISD 616 "Fair Hearing Poster" has been updated with language to attain a sixth grade reading level. The purpose of the poster is to give information to recipients about their right to a Fair Hearing. The ISD 616 will be delivered to the County Offices through the Business Operations Center.

Instruction:

New- Form ISD 616 Fair Hearing Poster revised 9/6/17
Form ISDSP 616 Fair Hearing Poster Spanish revised 9/6/17

Old- Form ISD 616 Fair Hearing Poster revised 12/31/15
Form ISD 616 Fair Hearing Poster Spanish revised 12/31/15

This form has been posted to the forms drive: \\disfasv025\ISDForms

If you have questions regarding this MR, please contact Gavino Archuleta at (505) 827-7244 or by e-mail at Gavino.Archuleta@state.nm.us.

Attachment: Form ISD 616 Fair Hearing Poster revised 9/6/17
Form ISDSP 616 Fair Hearing Poster Spanish revised 9/6/17



FAIR HEARING

Can I ask for a Fair Hearing?

You have a right to a fair hearing if you do not agree with some things the Human Services Department (HSD) does in your case.

Some reasons are:

- denying your application
- lowering your benefits
- stopping your benefits
- not timely processing your application

What is a Fair Hearing?

A Fair Hearing is your chance to be heard. If you do not agree with what the HSD did on your case, you may ask for a fair hearing. A person who did not work on your case will look at what happened. They will say if they think the action was right or wrong. This person is called a Hearing Officer. An HSD Division Director then makes the department's final decision.

When do I ask for a Fair Hearing?

Ask for a Fair Hearing as soon as you can. You can ask for a Fair Hearing for up to 90 days from the date of the notice of action. You can get your regular benefits until the hearing. Then you only have 13 days after the date on the notice.

You have a right to a free interpreter. Let HSD know if you will need an interpreter before or during the hearing by calling 1-800-482-6217 x 6.

Ways to ask for a Hearing:

- ◆ Ask for a hearing at your local ISD office; or
- ◆ Fill out the hearing request section on a notice you got from ISD and return it to ISD; or
- ◆ Ask for a Fair Hearing Request form (ISD 215). Return it to the Hearings Bureau or your local ISD office. Or Fax to 1-855-824-8960; or
- ◆ Ask for a hearing on a piece of paper and send it to ISD; or
- ◆ Call the Fair Hearings Bureau or the Customer Service Center at 1-800-283-4465.

Human Services Department

Fair Hearings Bureau:

1-800-432-6217 x 6

1-505-476-6213

Fax: 1-505-476-6215

P.O. Box 2348 Santa Fe, NM



If you are a person with a disability and you require this information in an alternative format, or require a special accommodation to participate in any public hearing, program or services, please contact the Human Services Department, American Disabilities Act (ADA) coordinator at 1-505-827-7701 or through the New Mexico Relay System TDD at 1-800-659-8331 or by dialing 711. The Department requests at least 10 days advance notice to provide requested alternative formats and special accommodations. (Revised 09/15/14)

This institution is prohibited from discriminating on the basis of race, color, national origin, disability, age, sex and in some cases religion or political beliefs.

The U.S. Department of Agriculture also prohibits discrimination based on race, color, national origin, sex, religious creed, disability, age, political beliefs or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English. To file a program complaint of discrimination, complete the [USDA Program Discrimination Complaint Form](http://www.ascr.usda.gov/complaint_filing_cust.html), (AD-3027), found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9932.

Submit your completed form or letter to USDA by:

- (1) mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410
- (2) fax: (202) 690-7442; or
- (3) email: program.intake@usda.gov.

For any other information dealing with Supplemental Nutrition Assistance Program (SNAP) issues, persons should either contact the USDA SNAP Hotline Number at (800) 221-5689, which is also in Spanish or call the State Information/Hotline Numbers (click the link for a listing of hotline numbers by State); found online at: http://www.fns.usda.gov/snap/contact_info/hotlines.htm.

To file a complaint of discrimination regarding a program receiving Federal financial assistance through the U.S. Department of Health and Human Services (HHS), write: HHS Director, Office for Civil Rights, Room 515-F, 200 Independence Avenue, S.W., Washington, D.C. 20201 or call (202) 619-0403 (voice) or (800) 537-7697 (TTY).

This institution is an equal opportunity provider. (Revised 10/14/15) To file a complaint through HSD of discrimination and/or rude treatment regarding a program receiving Federal or State financial assistance, a complaint form is available at the ISD office or you may write to: NM Human Services Department, ISD Civil Rights Director, P.O. Box 2348, Santa Fe, NM 87504-2348 or by fax (505) 827-7241.